

**Response to Questions regarding TPA RFP:**

1. Please provide # of incidents per year.

**Answer: The data provided in the RFP is the only data available at this time.**

2. Please explain what caused the 50% decline in MO claims from 2009-2012?

**Answer: The City is unable to identify a specific event that lead to a decrease in MO claims during this time frame. However, the City is taking a more proactive approach for Safety training within each division.**

3. Please explain what caused the 40% increase in LT claims from 2009-2012?

**Answer: The City is unable to identify a specific event that lead to an increase in Lost Time claims during this time frame.**

4. Page 11 of the RFP, Paragraph B – Recorded Statements. How often are recorded statements transcribed and can the transcription cost be charged to the file as an allocated loss expense?

**Answer: Recorded statements are transcribed when a denial of OJI Benefits is requested, with every application for admittance into the City's HHL Program and at the request of the City of Memphis. The cost of transcribing recorded statements must be included in the administrative fee; however, this item is open for discussions.**

5. Page 28 of the RFP, 3, B –

- a. Is it the expectation of the City to have full time dedicated account manager on their program?

**Answer: The City is requesting an Account Manager that is able to provide the needed services to the City of Memphis in a timely fashion. This person doesn't have to be fully dedicated to the City's account; however, the identified person must be dependable and responsive to the City's needs.**

- b. If so, would the City consider an account manager that would be dedicated to the program but have dual role including supervision on the program?

**Answer: This item is open for discussion.**